



Customer Service Practitioner

Apprenticeship - Level 2

If you enjoy helping people, solving problems and making sure customers have the best experience possible, this apprenticeship is for you!

You'll be a natural communicator, love working with people, or want to build confidence in handling different customer situations. If that's you, this program will give you the skills to provide great service and create positive interactions every day.



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www.pro-app.co.uk



Why Pro Apprenticeships?

We do things differently!



About Us

Pro Apprenticeships are a multi award-winning and Ofsted Outstanding Apprenticeship Training Provider.

Established in 2016, we set up with the aim of creating life-changing opportunities for people and helping businesses grow through the development and retention of motivated, driven staff.

Why us?

We are good at what we do, really good at what we do! We have industry-leading tutors and a network of employers that allows us to stay on top of the ever-changing technology and business landscape.

Be it latest marketing, software and business trends, we always deliver outstanding training.

You can trust us



We Are Learner Focused

Our support and training is always tailored to your specific needs.



100% First Time Pass Rate

Our industry leading tutors will help you pass with flying colours.



87% Distinction Rate

We'll help you to achieve the very best that you can!



We Are Best In Class

We are one of a select few providers to be rated **Outstanding** by Ofsted.

Customer Service Practitioner

Level 2 Apprenticeship

Overview

A Customer Service Practitioner apprenticeship will teach you how to deliver excellent service and support to customers across various industries. You'll learn to handle enquiries, communicate effectively, and build positive relationships, gaining essential skills to enhance customer experience and satisfaction.

Key skills they will develop:

- Effective Communication and Interpersonal Skills
- Handling Customer Inquiries and Complaints
- Active Listening and Empathy
- Problem-Solving and Conflict Resolution
- Time Management and Prioritisation
- Use of CRM Systems
- Understanding Company Products and Services
- Delivering Positive Customer Experiences

How will this be delivered?

This apprenticeship is delivered through a combination of work-based learning, online training sessions or face to face sessions. You will build a portfolio of work that you have created to evidence your skills. When ready to finish your apprenticeship, you will undertake an end point assessment – but don't worry you will have plenty of support to prepare for this.

Want to learn more?

Speak to one of our apprenticeship experts today!

Apprenticeship details

Qualification

Customer Service Practitioner – Level 2

Length of Apprenticeship

12 Months and 3 Months EPA

Typical job roles

Customer Relations Advisor,
Customer Service Advisor, Customer
Service Associate

Apprenticeship Value

£3,500*

*Apprenticeships are government funded and are always entirely free for you as the apprentice! Depending on your age and the size of the company you work for, there may be a small contribution required by your employer.



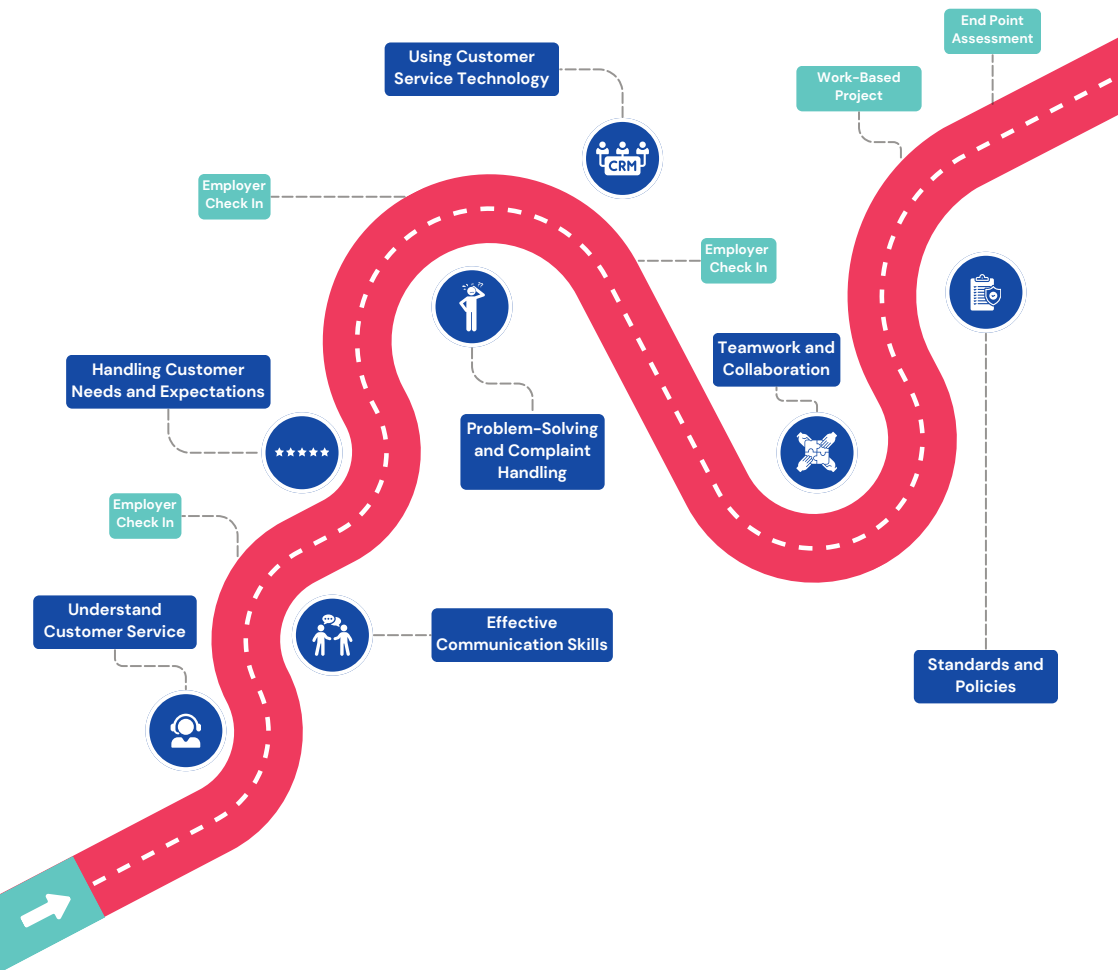
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Your Learner Journey...

How this apprenticeship is structured.



Ready to get started?

Whether you are looking to upskill in your current role or apply for a vacancy, we'd love to hear from you!

Send us an email at info@pro-app.co.uk



Read more on our website!
pro-app.co.uk